



FIRE ENGINE RED

OUR TEAM IS YOUR TEAM

Employee Handbook

Updated: January 2022

Table of Contents

Introduction	5
Contact Information	6
Values	6
Mission Statement	7
Diversity, Equity, and Inclusion Statement	7
Confidentiality & Security	7
Confidentiality	7
Security	7
Your Equipment	7
Information Security	8
Employment Basics	9
Employment Eligibility Verification	9
E-Verify	9
Background Checks	10
Job Classifications	10
At-Will Notice	10
New Position or Department	10
Employment Anniversary Date	10
Tenure	10
Personnel Records	11
Employment Verification	11
Employment of People with Disabilities and Disability and Religious Accommodations	11
Accountability	12
Company Business Hours	12
Employee Work Hours	12
Attendance	12
Tardiness & Excessive Absences	12
Lunch	12
Flex Time	12
SS Feed	13
Compensation & Employee Development	13
Pay Period	13
Employee Classification	14
Deductions	14
Pay Increases	14
Career Paths	14
Job Openings	15
Benefits	15

Medical & Prescription	15
Health Savings Account (HSA)	15
Dental	16
Vision	16
Basic Life	16
Accidental Death & Dismemberment (AD&D).....	16
Flexible Spending Accounts	16
Dependent Care FSA	16
Combination FSA	17
Full Medical FSA	17
Retirement Benefit.....	17
Healthcare Concierge Service.....	18
Wellness Program	18
Employee Assistance Program.....	18
Grief Counseling.....	19
Travel Assistance.....	19
Disability Benefits	19
Short-Term Disability	19
Long-Term Disability	19
Workers' Compensation.....	19
Paid Leave.....	20
Holidays.....	20
Vacation.....	20
Carry Over Days	22
California and Illinois Residents Only.....	22
Medical Leave	22
Medical Appointments	23
Parental	23
Family Care	24
Bereavement	24
Volunteering	24
Pawternity	24
Voting	24
Jury Duty.....	24
Safe Leave	24
Life Happens.....	25
Paid Leave Summary	25
Unpaid Leave.....	26
Taking Leave	27
Workplace Giving Program.....	27
How We Work.....	27
Fully Remote Office.....	27

Child Care.....	27
Computer Equipment.....	28
Connectivity	28
Dress Code.....	28
Working from a Location Outside the U.S.	28
Business Expense Reimbursements.....	28
Business Travel	28
Team Member Meetups	28
Employee Conduct.....	29
Code of Conduct	29
“Fire Engine RED First” Policy.....	29
Equal Opportunity Employer	30
Harassment & Discrimination	30
Complaint Procedure and Prohibition on Retaliation.....	30
Violence or Threats of Violence	31
Communication	31
Internet Use	31
Social Media & Networking Policy.....	32
References & Recommendations.....	33
Professional Ethics	33
Conflict of Interest	33
Business Gifts	33
Non-solicitation Policy	33
Outside Business Activities	33
Leaving the Company.....	34
Resignation or Retirement.....	34
Exit Interview.....	34
Leaving the RED Door Open.....	34
Continuation of Benefits	35
Contact.....	35

Introduction

We're very happy to welcome you to Fire Engine RED! You've joined a fully remote company with an outstanding reputation and a positive, supportive culture. "It takes a team" is our motto, and empowering team members like you to do their best work is our goal.

This Employee Handbook may include content similar to what you've seen in other employee handbooks. However, all policies and procedures in this handbook apply to, and should be viewed through the perspective of, our 100% remote business model: every employee works at home or from another location, rather than in a central office.

Here are a few things to keep in mind as you're going through our handbook:

- This handbook contains only general guidelines and information for employees and is not intended to cover all possible scenarios and situations. This handbook is not an employment contract and makes no promises of your continued employment.
- While this handbook is meant to comply with all applicable law, we recognize that our remote business model means that employees live in different states and localities that may have different requirements, and we will modify or supplement our practices and procedures as necessary to ensure compliance.
- The information in this handbook supersedes the information provided in all previous versions of our handbook.
- At any time, the company may choose to modify the terms and conditions of our 100% remote business model, whether it's for all employees, specific groups of employees, or individual employees.
- The policies, benefits, and programs discussed in this handbook are subject to change.

If you have questions about the content of this handbook, or about anything company-related that's not covered in it, please feel free to ask our director of people, Jamie Levick. Jamie leads our Human Resources department, which we call "People, Places, & Perks" (or "P3" for short).

Contact Information

Mailing address:

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P.O. Box 1017
Havertown, PA 19083-1017

Email: info@fire-engine-red.com

Phone: 215-829-1850

Values

Here are the 11 values that define and drive Fire Engine RED:

- **Diversity.** We celebrate diversity and are committed to bringing people of different backgrounds and perspectives into our company.
- **Teamwork.** We believe “it takes a team” to do our best work.
- **Wellness.** We believe a healthy and happy team is a productive team.
- **Integrity.** We’re honest, authentic, and transparent.
- **Empathy.** We put ourselves in others’ shoes and try to see things from their perspective.
- **Innovation.** We’re committed to continually improving our offerings and believe that “good enough is never good enough.”
- **Simplicity.** We strive to simplify everything we do.
- **Client service.** We strive to “wow” our clients and to exceed their expectations again and again.
- **Gratitude.** We appreciate our co-workers and our clients for contributing to the success of our company.
- **Grit.** We don’t get discouraged by challenges and setbacks. We’re resilient and stay focused on our long-term goals.

Mission Statement

To surprise and delight enrollment professionals by creating a great client experience that brings them success and joy.

Diversity, Equity, and Inclusion Statement

At Fire Engine RED, we're committed to continuously learning and growing as both a company and as people. Our goal is to create an inclusive workspace where all team members flourish and feel supported. We value diversity and believe that employing people who have different perspectives and life experiences makes us a better, more innovative company. So, no matter your race, religion, ethnicity, nationality, culture, sex, gender identity, sexual orientation, age, family status, or ability, we value you and your skills.

Confidentiality & Security

Confidentiality

As a Fire Engine RED employee, you'll have access to information that needs to be protected and kept confidential. This may include, but is not limited to:

- Sales and financial information.
- Proprietary information about our offerings.
- Client data.
- Project details and client results.
- Identity of third-party vendors, including cost information.

A good guideline: If the information is NOT published on the Fire Engine RED website or otherwise available to the general public, you should NOT disclose it.

Security

Your Equipment

Your company-issued computer is Fire Engine RED property. You should keep it clean, safe, and out of the reach of children, pets, or anyone who might tamper with it.

You're also required to:

- Password-protect your computer.
- Enable your firewall.
- Install and regularly update your antivirus software.

- Set your screensaver to lock after 10-20 minutes of inactivity. (If you're working in a public place, you should lock your screen any time you walk away from your computer.)
- Encrypt your hard drive and backup drives.
- Encrypt specific files and folders that contain sensitive data (this applies specifically to members of our Client Care, Data Services, Finance, P3, and Sales teams).
- Keep your operating system up to date – install major releases and patches immediately.
- Back up your computer frequently so you can be up and running quickly if there's an issue.

Information Security

You're required to protect any and all of the company's proprietary and confidential (internal or client) information.

With this in mind, you must:

- Use the company VPN when working from somewhere other than your home office (e.g., coffee shop, airport, hotel, conference, shared workspace, etc.).
- Use our secure FTP site or Dropbox to store and share business-sensitive documents (contracts) and personally identifiable information (client/student data).
- Use strong, unique passwords for each of your accounts and tools. We recommend that you:
 - Install password management software.
 - Use complex passwords (a minimum of six characters and a combination of alphanumeric, upper and lowercase, and special characters) for access to all company-wide and departmental tools, as well as for your computer. Never use a common or simple password (e.g., 123456789, Password, qwerty, 111111, etc.).
 - Change your passwords:
 - Every three months.
 - After using a public Wi-Fi network.
 - If you think they have been compromised.

- Keep your usernames and passwords secure – NEVER write them down or provide them to anyone via email or text.
- View confidential information only on secure devices.
- Use 2FA (Two-Factor Authentication) when available.
- Keep your company files and other materials separate from your personal files and clearly marked as property of Fire Engine RED.
- Avoid opening (or acting on) email that appears suspicious, asks for login information, or requests anything out of the ordinary.
- Avoid clicking suspicious links. If you suspect a link may be fraudulent, mouse-over it to view the actual URL before clicking.
- Refrain from downloading suspicious, unauthorized, or illegal software.

Employment Basics

Employment Eligibility Verification

Federal law requires the company to verify your identity and eligibility to work in the U.S. within three (3) days of your start date.

You'll need to complete IRS Form I-9 *and* provide legal documents that establish your identity and employment eligibility (documents could include a passport or driver's license and a Social Security card).

With a bricks-and-mortar company, this process would take place in person. However, because we're a 100% remote company, we need to do things a bit differently. We use a remote I-9 verification service provider, [N3 Notary](#), that acts as our agent.

N3 will contact you prior to your start date and schedule an in-person meeting with you to verify and review your supporting documents. They'll then provide us with your completed documents.

E-Verify

The company also uses E-Verify as a standard part of our employee verification process. E-Verify is a U.S. Department of Homeland Security website that enables us to confirm that you (whether you're a U.S. citizen or foreign national) are eligible to work in the U.S.

Background Checks

The company may require applicants, after receiving conditional offers, and employees to satisfactorily complete a background check in accordance with applicable law. All background check information will be kept confidential to the maximum extent possible.

Job Classifications

Fire Engine RED follows these employment categories:

- **Regular full-time employees** work 30+ hours per week and are eligible for all company benefits, subject to the terms and conditions of each program.
- **Regular part-time employees** work fewer than 30 hours per week and are eligible for some of our benefits (such as our Wellness Program).
- **Temporary full-time employees** are hired to supplement our team or to help complete a specific project. They work the company's full-time schedule for a limited duration and are not eligible for our company benefits.
- **Temporary part-time employees** are hired to supplement our team or to assist in the completion of a specific project. They work less than the company's full-time schedule for a limited duration and are not eligible for our company benefits.

At-Will Notice

Your employment with the company is “at-will”. This means that you have not been hired for a specified duration and that either you or the company can terminate your employment at any time for any non-discriminatory reason(s), with or without cause, and with or without prior notice.

Your at-will employment status can only be changed by a written agreement signed by both you and an authorized officer of the company.

New Position or Department

The company may transfer you to a new position or a different department based on business needs and conditions.

Employment Anniversary Date

Your start date serves as your employment anniversary date, which occurs on the same day each year to mark a full year of employment.

Tenure

Your start date is also used to define your tenure (length of continuous service) with our company. If you leave the company and are subsequently rehired, your tenure will restart on your rehire date, unless otherwise determined by the company.

Personnel Records

The company maintains a personnel file for each employee, which includes information we're required to keep by applicable law.

Documents in your personnel file may include your:

- Offer letter and resume.
- Signed employment agreement.
- I-9 form and supporting documents.
- E-Verify eligibility.
- W-2 forms.
- Salary history with the company (as of 01/01/2019).
- Requests for employment verification.

Important: If your name, address, marital status, or other personal information changes, you'll need to update your employee profile in our human resources information system so that we can make any adjustments necessary to your paycheck (e.g., taxes).

Employment Verification

All requests for employment verification should be referred to the director of people.

Depending on the type of inquiry, the director of people may share your:

- Dates of employment.
- Job title.
- Salary history (when appropriate, and in compliance with applicable law, such as for a mortgage application).

If the director of people is unavailable, employment verification requests should be directed to the financial operations manager.

Employment of People with Disabilities and Disability and Religious Accommodations

It's the company's policy to comply with all relevant and applicable provisions of the Americans with Disabilities Act (ADA), as well as applicable state and local laws concerning the employment of a person with disabilities. The company will not discriminate against any qualified employee or job applicant because of a physical or mental disability with respect to any terms, privileges, or conditions of employment, including but not limited to hiring, advancement, discharge, compensation, or training. The company also respects each employee's religious pursuits and does not discriminate on the basis of religion.

If you wish to request an accommodation for a disability or religious needs, please contact the director of people. Where necessary and feasible, the company will make reasonable accommodations for you to perform the essential functions of your job, as long as the accommodations do not cause the company undue hardship.

Accountability

Company Business Hours

The company's business hours are 8:30 a.m. to 5:30 p.m. Eastern Time, Monday through Friday.

Employee Work Hours

Each employee's individual work hours are based on their location, role, and/or department.

You and your direct manager will determine your work hours; they are subject to change based on the needs of the company.

Attendance

You're expected to be at your virtual office location at the start of your scheduled work time. If there's an emergency that prevents you from working, we ask that you (or another person) contact your direct manager as soon as possible.

Tardiness & Excessive Absences

Excessive tardiness or absences may lead to disciplinary action, up to and including termination.

Lunch

You're entitled (and encouraged) to take one (1) hour for lunch each workday.

Flex Time

You may take up to two (2) hours of flex time during your work hours.

Below are examples of reasons for taking flex time.

- School functions.
- Taking or picking up a child at school.
- Picking up a relative from the airport.
- Dropping off a child at sports practice.
- Exercise.
- Medical appointments – two (2) hours or less.

Flex time may be combined with your lunch hour for a total of three (3) hours.

Important: Your use of our flex time policy should NOT be excessive and should be within reason. Your absences may be considered excessive and unreasonable if one or more of the following applies:

- Your work performance is negatively affected.
- An undue burden is placed on your co-workers.
- Clients are negatively affected by your absence.
- You are unable to get your work done.
- A hardship is placed on the company.

Although our flex time policy is NOT meant to be used on a daily basis, there are several exceptions that apply. These exceptions include:

- Picking your child(ren) up at school.
- Meeting your child(ren) at the bus stop.
- Taking your dog for a quick walk.

Note: If your personal circumstances require a change of work hours, you should discuss it with your manager. Changing work hours requires your manager's approval.

SS Feed

Approximately every other Thursday at 4:00 p.m. ET, our CEO and Chief Creative Officer, Shelly Spiegel, hosts the "SS Feed," an all-company conference call. During the SS Feed, Shelly briefs the team on the latest happenings at Fire Engine RED; this includes providing information on new hires, organization updates, and policy changes. Shelly also talks about year-to-date sales, margins, and third-party costs.

Your attendance is mandatory; if you're absent from work (or otherwise can't attend due to a work-related conflict), you're required to listen to the audio recording of the SS Feed on your first day back to work. You can find a recorded copy of the SS Feed on the company intranet, alfRED.

Note: SS Feeds may occur more or less frequently depending on how much information there is to share.

Compensation & Employee Development

Pay Period

You'll be paid on the last business day of every month.

Note: If you wish to make any adjustment to your withholdings, contact the director of people before the 15th of the month to have that month's paycheck reflect the changes. If the director of people is unavailable, contact the business operations manager for assistance.

Employee Classification

Employees are classified as exempt or non-exempt under the Fair Labor Standards Act (FLSA) and/or applicable state law based on the duties of the position and compensation,

All employees are designated as either:

- **Exempt** employees have job duties that meet specific criteria established by the FLSA and state law and therefore are exempt from minimum wage and overtime pay requirements.
- **Nonexempt** employees have job duties and/or compensation that does not meet the FLSA and state law exemption criteria, and are therefore eligible to earn minimum wage and overtime compensation at a rate of 1½ times the regular hourly rate of pay for all hours worked in excess of 40 hours in a work week unless state law provides for a different method of calculation. Paid time off will not be counted towards time worked when calculating overtime.

Deductions

Fire Engine RED, deducts applicable income and social security taxes from every employee's wages. Employees may also voluntarily authorize deductions from their wages to cover the costs of participation in company benefits and programs.

Generally, deductions from the salary of an exempt employee, such as those based on the quantity or quality of work, are prohibited. However, there may be certain exceptions to this rule as required by law. (e.g., garnishment of wages by the IRS)

If you have questions concerning deductions or if you believe that an improper deduction was made from your salary, you should promptly contact our director of people.

Pay Increases

On a rolling basis, the "R7" compensation group, which includes our CEO, CFO, EVPs, and director of people, reviews the compensation of all employees. Pay increases are based on a combination of factors, including an employee's performance and responsibilities, as well as the overall financial performance of the company. Fun fact: R7 is named after the former R7 Regional Rail line in Philadelphia; the "R" stands for raises and "7" is the number of people in the group.

Career Paths

Because we're committed to helping you grow professionally, your manager will work with you to develop a career path based on your skill set and goals, as well as the company's needs.

You'll be able to review and track your official career path in our human resource information system.

Note: At Fire Engine RED, we don't have performance reviews. Instead, we expect each manager to provide their direct reports with honest feedback on an ongoing basis.

Job Openings

When job openings occur at Fire Engine RED, it's the company's policy to consider qualified employees from within the company, as well as people outside the company, to fill these positions.

Benefits

All full-time employees are eligible for the following benefits on their first day of work, subject to the terms and conditions of each program. The information below provides a summary of our current benefits. The company reserves the right, with or without notice, to change any benefits at any time.

For more information, please see the "Employee Benefits Overview" (if you're a new hire). All other employees should log on alfRED, the company intranet, and click on P3 and then Benefits for details and contact information.

Note: If at any time you need to make changes to your benefits due to a qualifying life event (marriage, divorce, birth/adoption of a child, dependent eligibility change, switch from part-time to full-time or vice versa, gain or lose access to other coverage, etc.), within 30 days you'll need to update the information in our human resources information system.

Medical & Prescription

Fire Engine RED offers a high-deductible healthcare plan (HDHP), which covers health care-related essentials, including doctor visits, preventive care, hospital stays, emergency services, and prescription drugs.

The company currently pays 68% of your healthcare insurance premium, assuming you opt for our coverage. For an additional cost, you may purchase coverage for family members (children, domestic partner, spouse) and have the monthly premium(s) deducted from your paycheck on a pre-tax basis.

Health Savings Account (HSA)

To help offset out-of-pocket costs associated with our HDHP, we offer a Health Savings Account (HSA) to the employees who enroll in our company-sponsored healthcare plan. Our HSA enables you to pay for qualified medical, dental, and vision expenses with pre-tax dollars.

As of 2022, HSA contribution limits are \$3,650 for individuals and \$7,300 for families. Those 55 or older can contribute an additional \$1,000; if an employee is married, and they and their spouse are both 55 or older, they can each contribute an additional \$1,000.

Any unused balance rolls over from plan year to plan year. You can also change the amount you contribute to your HSA at any time during the plan year.

Note: If you wish to make any adjustments to your HSA contribution, contact the director of people before the 15th of the month to have that month's paycheck reflect the changes. If the director of people is unavailable, contact the business operations manager for assistance.

Dental

Fire Engine RED also offers a dental plan, which covers dental care-related services, including everything from routine dental check-ups to more expensive procedures.

The company currently pays 100% of your dental premium. For an additional cost, you may purchase coverage for family members (children, domestic partner, spouse) and have the monthly premium(s) deducted from your paycheck on a pre-tax basis.

Vision

Fire Engine RED offers a vision plan, which covers routine exams, contact lenses, glasses, and more.

The company currently pays 100% of your vision premium. For an additional cost, you may purchase coverage for family members (children, domestic partner, spouse) and have the monthly premium(s) deducted from your paycheck on a pre-tax basis.

Basic Life

Fire Engine RED provides you with \$50,000 of life insurance, which is payable to your beneficiaries if you die. There is no cost to you for this benefit.

Accidental Death & Dismemberment (AD&D)

Fire Engine RED provides you with \$50,000 of AD&D insurance, which covers you if you lose a limb, sight, speech, or hearing, or if you suffer paralysis or a coma as the result of an accident (such as a car crash). There is no cost to you for this benefit.

Flexible Spending Accounts

Fire Engine RED offers three types of flexible spending accounts (FSAs).

Dependent Care FSA

This benefit offers you the opportunity to set aside up to \$5,000 in pre-tax dollars to pay for qualified childcare expenses, such as daycare, before/after school programs, summer day camp, and babysitters for children under age 13.

In addition, you may use your FSA money to pay for the cost of a caretaker for a disabled spouse or dependent IF the person receiving the care: (1) lives with you at least eight hours of the day, and (2) is claimed as a dependent on your federal tax return.

Important: You may carryover unused funds from plan year ending in 2022 to plan year ending in 2023.

Combination FSA

This benefit enables you to pay for your out-of-pocket dental and vision expenses with tax-free dollars, while saving your HSA funds for medical expenses.

Important: You may carryover unused funds from plan year ending in 2022 to plan year ending in 2023.

Also, once you've incurred \$1,400 of medical/prescription expenses as an individual, or \$2,850 as a family, through our HDHP, you'll be eligible to convert the balance of your Combination FSA into a Full Medical FSA. (See below.)

Full Medical FSA

This benefit lets you use pre-tax dollars to reimburse yourself for qualifying out-of-pocket medical-, dental-, and vision care-related expenses during the plan year.

You can benefit from a Full Medical FSA:

- If you ARE enrolled in our HDHP and have met the IRS deductible for it (\$1,400 for an individual; \$2,850 for families in 2022). In this case, you can convert your Combination FSA into a Full Medical FSA and use the money for qualified medical, dental, and vision care-related expenses.
- If you are NOT enrolled in our health plan, you can contribute up to \$2,850 in pre-tax dollars to a Full Medical FSA and use the money for qualified medical, dental, and vision care-related expenses.

Important: You may carryover unused funds from plan year ending in 2022 to plan year ending in 2023.

Retirement Benefit

Fire Engine RED offers a 401(k) plan, under which you may contribute up to \$20,500 per year in 2022. If you're over age 50, you may contribute an additional \$6,500 for a total of \$27,000 per year.

The company will automatically contribute 3% of your salary to a 401(k) account – whether or not you choose to make your own contribution. There is no vesting period required to receive this benefit.

Note: You must be employed by Fire Engine RED on December 31, 2022 to receive the company's 401(k) contribution.

Healthcare Concierge Service

Fire Engine RED offers you healthcare concierge services at no cost. This benefit is available to help you and your family (including parents and siblings) save time, money, and potential stress navigating medical, hospital, dental, mental health, medication, and other healthcare issues. You can also use this service to help find quality doctors, get estimates for treatment costs, and resolve medical billing problems and other insurance-related concerns.

Wellness Program

Fire Engine RED offers a wellness program to you and your family; your children (over 18) and spouse/partner can participate in it. This wellness program addresses not just physical health, but also emotional, financial, occupational, and social well-being. The program is available to you and your family at no extra cost.

Here's how it works. You earn points by completing our four annual requirements and participating in a combination of annual, quarterly, and personal challenges. The program includes dozens of challenges, each designed to foster healthy habit-forming behaviors. Examples include reading 10 books over 12 months; attending 10 classes (of any kind) over a three-month period; and creating a budget using the past three months' worth of bills.

The more points you earn, the greater your reward. If you're on our healthcare plan, you can earn a reward of up to \$1,450 (the amount can vary year to year) and can choose to receive your reward in cash or HSA contribution. Even if you're not on our healthcare plan, you can still participate and earn a reward of up to \$225.

Note: You must be employed by Fire Engine RED on December 31st of the program year to receive the wellness reward.

Employee Assistance Program

Fire Engine RED offers an employee assistance program which provides you with support services to assist you and your family with a variety of life issues. These can include child and eldercare assistance, daily living services, financial services, identity theft recovery services, and legal services. There is no cost for this program.

Grief Counseling

Fire Engine RED offers grief counseling services at no cost. These services are available to you, your dependents, and your beneficiaries.

Travel Assistance

Fire Engine RED offers travel assistance service at no cost. This service can provide you and your dependents with worldwide concierge, financial, legal, medical, and travel assistance, 24 hours a day, 365 days a year.

Disability Benefits

Fire Engine RED offers short-term and long-term disability coverage. We encourage you to consider signing up for both – and pay the premiums (approximately \$500 per year) yourself with post-tax dollars through a payroll contribution.

Here's why: if you (rather than company) pay the premiums with post-tax dollars, these benefits will be tax-free to you if you need them.

To cover the premiums, we've made a one-time adjustment to your gross compensation. Our disability plans provide the following coverage:

Short-Term Disability

Our short-term disability plan will cover 60% of your salary for up to 11 weeks, with a maximum benefit of \$1,000 per week – tax-free. Prior to receiving this benefit, our disability plan requires a 14-day unpaid waiting period. For example, after the two-week waiting period, a birth mother (pregnancy is considered a disability) will receive four to six weeks (depending on the type of delivery) of partially paid leave.

Note: We ask employees who live in states that provide paid short-term disability coverage to exhaust those state-provided benefits before tapping into the company's disability benefits.

Long-Term Disability

Our long-term disability plan will cover 60% of your salary with a maximum monthly benefit of \$5,000 – tax-free. For disabilities occurring before age 60, benefits continue to age 65; for disabilities occurring after age 60, you'll receive a reduced benefit, based on your age, for a limited duration of time. There is a 90-day waiting period to receive this benefit.

Workers' Compensation

The company provides insurance for all work-related injuries or illnesses. You're required to notify the director of people immediately if you sustain a work-related injury or illness.

Continuation of Benefits While on Paid Leave

In the next section, we'll discuss the types of Paid Leave we offer.

While on paid leave, you'll continue to receive all of the company-provided benefits, including medical, dental, and vision coverage, as well as your full 401(k) contribution. In addition, you'll be paid for holidays and will continue to earn vacation time.

Paid Leave

We offer a generous paid leave policy.

Important: Your use of our "unlimited" paid leave policies should NOT be excessive and should be within reason. Your absences may be considered excessive and unreasonable if one or more of the following applies:

- Your work performance is negatively affected.
- An undue burden is placed on your co-workers.
- Clients are negatively affected by your absence.
- You are unable to get your work done.
- A hardship is placed on the company.

Also, please note that we don't define who is or who isn't your "family," because in our view, that's up to you. In real life, relationships aren't always defined by blood or proximity.

Here are the types of paid leave we offer.

Holidays

We offer a minimum of 10 paid holidays per year. The full list is posted annually on the company intranet. Due to the nature of our business, the company may select certain individuals to provide light support to clients on designated company holidays. If you're required to work on a holiday, the company will provide you with another day off with pay.

In addition, on the day before each holiday, we close our virtual office 90 minutes early. This means that you can leave 90 minutes early based on the schedule you work.

Vacation

The company also has a generous vacation policy. The number of weeks of vacation you receive is based on how many years you've been with the company and your position/title, as shown in the tables that follow:

Employees

Tier	Years with Company	Weeks of Vacation
1	< 3	3
2	3 - 9	4

3	10+	5
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Leadership: VPs

Tier	Years with Company	Weeks of Vacation
1	< 3	4
2	3+	5

Leadership: EVPs and C-Level

Tier	Years with Company	Weeks of Vacation
1	n/a	5

Vacation time needs to be taken in minimum half day increments. A half day is equal to four (4) hours.

For purposes of moving to a new tier, the effective date is January 1st of the year you're eligible for more vacation. For example, let's say you joined in September 2020. You'll go from two (2) to three (3) weeks of vacation in January 2023, rather than September 2023.

When you join the company

The first year you join the company, we'll prorate your vacation day allotment based on your start date. For example, if you're entitled to 15 days of vacation for the calendar year, and your start date is July 1, you'll receive 7.5 days of vacation because you joined the company 6 months into the year.

In addition, you'll have access to all of your vacation days as of your start date

Each additional year

On January 1st of each year, you'll have access to all of the vacation time you're entitled to during the calendar year.

However, if for any reason, you leave the company during the calendar year, you'll only be paid for the number of days you've accrued but did not use.

The table below shows the number of days you'll accrue each month based on the number of vacation days you're entitled during the calendar year.

The Number of Vacation Days You're Entitled To	The Number of Vacation Days You'll Accrue Monthly
15	1.25
20	1.67
25	2.083

For example, let's assume that you're entitled to 15 days of vacation for the calendar year, and plan to leave the company on September 30. You'll have accrued 11.25 days of vacation for the nine months you've been with the company during the calendar year. Now, let's also assume you've taken only seven (7) days of vacation. Under this scenario, you'll be paid out for 4.25 days of vacation you accrued but did not use.

Again, accrual only comes into play if you leave the company during the calendar year.

Carry Over Days

As of January 1, 2023, you'll no longer be able to carry forward any earned but unused vacation days, unless you are a legal resident of California or Illinois. (see below).

All vacation days carried forward from prior years must be utilized by December 31, 2022.

As part of a healthy work-life balance, we encourage you to plan your vacation time (in coordination with your manager) and take your vacation throughout the year.

California and Illinois Residents Only

Effective immediately, if you're a legal resident of California or Illinois, you may earn and accrue a maximum vacation balance of no more than your annual vacation entitlement plus 25%. For example, if your annual vacation entitlement is 20 days, you may carry over all 20 days, plus five (5) earned but unused vacation days, which is equal to 25% of your vacation entitlement,

Once you reach 25 days, you will cease to accrue any more vacation days until you reduce your accrued vacation balance below 25 days.

Medical Leave

Medical leave may be used if you, your child(ren), spouse/partner, pet, parent, or other family member is sick, needs a medical procedure, or surgery.

If you need to take medical leave, you must notify your direct manager as soon as possible.

Medical leave may be used for, but is not limited to:

- Infection
- Injury
- Mental illness
- Virus (e.g., cold, COVID, flu)
- Medical Procedures and Recovery
- Surgeries and Recovery

Important: *The company doesn't allocate a specific amount of medical leave time to you. You'll continue to be paid by the company if you're sick or remain injured for up to four (4) weeks, after which we'll work with you to transition to short-term disability, if needed. The company may request proof of illness, including a doctor's statement(s) or notice(s).*

Also, sometimes an illness or injury doesn't have a clear onset date and additional paid leave may be required. For example, you may be attempting to work while balancing doctor visits in search of a diagnosis and treatment. Several weeks may go by before you find out that you have a condition that qualifies for short-term disability. In other words, four (4) weeks out of the office can easily turn into eight (8) weeks. Therefore, you should communicate often with your direct manager and the director of people.

Medical Appointments

The company also grants unlimited paid leave for any planned medical-related appointments for a sick child, spouse/partner, parent, pet, or other family member. These could include, but are not limited to:

- Dental appointments
- Medical appointments
- Vision appointments
- Dental, medical, and vision procedures and treatments (same day)
- Therapy appointments
- Vet appointments

Parental

You may take up to eight weeks of parental leave at full salary, paid for by the company over a 12-month period. These eight weeks can be used for welcoming a child into your home through birth, adoption, or foster care. Please keep in mind that birth mothers are entitled to take parental leave in addition to short-term disability (see Short-Term Disability above).

Important: *We ask that you provide your direct manager, and the director of people, with up to three (3) months of notice (if possible) of your intention to take parental leave. You should also include the dates (or approximate dates), you plan to be on leave.*

Family Care

You may take four (4) weeks of paid leave to care for a seriously ill family member or handle end-of-life family affairs, such as settling an estate.

***Important:** To take paid family leave, you must have the approval of your direct manager and the director of people.*

***Important:** Sometimes, a family member's illness or injury doesn't have a clear onset date, and you may require additional paid leave to care for them. Therefore, you should communicate often with your direct manager and the director of people.*

Bereavement

You may take up to five (5) days of paid leave due to the death of a family member, a pet, or someone else close to you. Simply let your direct manager know about the days you'll need to be absent from work.

Volunteering

You may take up to three (3) hours of paid leave in a single workday to volunteer in your community. Although we don't limit volunteer time to a specific number of days, we simply ask that you use your best judgment and keep your volunteer time to a reasonable amount.

Pawternity

You may take up to two (2) days of paid leave to welcome a new pet to your family.

Voting

You may take as much time as you need to vote in any local, state, or federal election.

Jury Duty

If you're called for jury duty, the company will provide you with paid time off to report and serve.

However, if your absence from work would create a hardship for the company, the company may ask you to request postponement of your jury service.

Please advise your direct manager as soon as you receive a summons or notice of jury duty and discuss the timing before committing.

Safe Leave

If you or an immediate family member are a victim of domestic or sexual violence, stalking, or human trafficking, you are entitled to up to four (4) weeks of paid leave.

Life Happens

As they say, “life happens,” and so do unforeseen events. If an unexpected event happens to you, you may take time off to get things back on track (and be paid by the company while you’re doing so). Please contact your direct manager to discuss the amount of time you’ll need.

Here are some examples of “life happens” ...

- Your defective washing machine explodes and floods your house.
- Your fiancée’s car gets stuck in a blizzard while on the freeway and has to be dug out.
- Your pet has to be taken to the vet after eating your Apple TV remote control.
- Your power goes out due to a hurricane, tornado, or other natural disaster.

Note: The above examples actually happened to Fire Engine RED employees.

Paid Leave Summary

Here’s a quick summary of the paid leave provided by Fire Engine RED as detailed above:

Type of Paid Leave	Amount of Paid Leave	Calendar Code
Holidays	Minimum of 10 days per year	n/a
Vacation	3 to 5 weeks per year	VACA
Medical Leave	Unlimited*	ML
Medical Appointments (same day)	Unlimited*	MA
Short-term Disability (extended illness or injury)	Up to 11 weeks	FAM
Short-term Disability (birth mothers only)	Up to 8 weeks (depends on the type of delivery)	FAM
Parental	8 weeks	FAM
Family Care	Up to 4 weeks	FAM
Bereavement	Up to 5 days; more as needed	BEREAV

Volunteering	Up to 3 hours per day, as desired	VOL
Pawternity	2 days	PAW
Voting	As needed	VOTE
Jury Duty	As needed	JURY
Life Happens	As needed	LH

*Your use of our “unlimited” paid leave policies should NOT be excessive and should be within reason. Your absences may be considered excessive and unreasonable if one or more of the following applies:

- Your work performance is negatively affected.
- An undue burden is placed on your co-workers.
- Clients are negatively affected by your absence.
- You are unable to get your work done.
- A hardship is placed on the company.

Unpaid Leave

The Family and Medical Leave Act (FMLA) is a federal law that entitles eligible employees of covered employers to take unpaid, job-protected leave for up to 12 work weeks during any 12-month period to care for a new child, care for a seriously ill family member, or recover from a serious illness. (With regard to caring for a covered service member, the limit is 26 work weeks during any 12-month period.)

To be eligible for FMLA, an employee must have been employed with their company for 12 months and must have worked at least 1,250 hours during the 12 months prior to the start of FMLA leave.

But here’s the thing – the FMLA does not apply to Fire Engine RED or its employees. Here’s why: FMLA only applies to employers with 50 or more employees – within a 75-mile radius of the worksite. As an all-remote company, we don’t have 50 or more employees within a 75-mile radius.

While most, if not all, remote companies are exempt from the FMLA, Fire Engine RED not only has an unpaid leave policy but our policy is different from, and far more generous. Rather than just 12 weeks of job-protected, unpaid leave, we offer a total of 26 weeks.

These 26 weeks of total leave run concurrently with paid leave offered by the company and can be taken over a 12-month time period. For example, let's say you were to use your company-provided eight (8) weeks of paid parental leave (described above). You could then take up to 18 additional weeks of unpaid leave, for a combined 26 weeks.

Fire Engine RED also is similar to the FMLA provisions with regard to caring for a covered service member with a serious injury or illness incurred in the line of duty on federal active duty (26 weeks of unpaid, job-protected leave).

Taking Leave

The processes for taking paid and unpaid leave can be found on our company intranet. You'll receive access to alfRED on your first day of work at Fire Engine RED.

Workplace Giving Program

Because Fire Engine RED believes in giving back as a company, we joined [Feeding America's "Workplace Giving Program"](#) to support the cause of fighting hunger in America in 2021.

Under our program, Fire Engine RED will match all contributions, made by team members, to Feeding America dollar-for-dollar. All team member contributions are anonymous, unless the team member requests that their donation be displayed.

Why We Chose to Support Feeding America:

- Just \$1 helps provide at least 10 meals to kids, families and individuals facing hunger.
- 98% of all donations raised for Feeding America go directly into programs serving our neighbors in the U.S.
- [Charity Navigator](#) has awarded Feeding America a four-star rating for nine consecutive evaluations. Only 4% of charities evaluated by Charity Navigator have received nine consecutive four-star evaluations.
- Feeding America meets each of the 20 Standards set by the [Better Business Bureau](#) for Charity Accountability.

How We Work

Fully Remote Office

Your remote office location must be quiet and free of distractions.

Child Care

You're expected to make appropriate childcare and dependent care arrangements during your work hours. COVID-related exceptions will be granted.

Computer Equipment

The company will provide you with computer equipment, including your choice of laptop and peripherals, such as an external monitor, a keyboard and mouse, an external hard drive for backup, a headset, and a printer/scanner, if needed. The company will repair and replace any lost or damaged equipment, unless the loss or damage is due to your negligence or abuse.

Your laptop must be returned upon request, or at the conclusion of your employment with Fire Engine RED. When returned, the equipment must be in good working order. Please delete all Fire Engine RED files, code, data, images, back-ups and any other proprietary information from your computer and external hard drive on your last day.

Connectivity

You're expected to have a reliable internet connection that meets your bandwidth needs.

Dress Code

Because we work from home, we don't have a dress code. However, when you're representing the company at a meeting, conference, speaking engagement, video conference call, or other event, your personal appearance should create a positive impression that reflects well on our company and culture.

Working from a Location Outside the U.S.

If you would like to work from a location outside of the U.S. for any period of time, you will need to obtain advanced written approval of your manager and the director of people. The company will provide you with a written response to your request within three business days.

If your request is approved, the company will continue to withhold taxes based on your state of residency and W2 form. To receive your paycheck, you must maintain a U.S. bank account. The company will only deposit paychecks in a U.S. bank account.

Business Expense Reimbursements

Business Travel

From time to time, you may be required to travel for company business. The company will reimburse you for all reasonable travel-related business expenses. Examples of reimbursable expenses and steps for getting reimbursed can be found on the company intranet.

Team Member Meetups

We encourage you to get together in person with other team members and meet up for lunch or dinner, whether it's one-on-one or in a larger group. Here's the best part: we'll take care of the bill! (Details on how to get reimbursed can be found on the company intranet.)

By the way, we encourage you to take pictures and post them to Slack – these are always a hit with our team members.

Employee Conduct

Code of Conduct

The company expects you to act with integrity and treat people (employees, independent contractors, interns, clients, vendors, and business contacts) with respect at all times.

If you violate the company's code of conduct or exhibit behavior that violates commonly accepted standards of honesty and integrity or creates an appearance of impropriety, you may be subject to disciplinary action, up to and including termination.

Here are some examples of inappropriate behavior (keep in mind, this list isn't intended to be all-inclusive):

- Working while under the influence of illegal drugs or alcohol, or using or selling or selling alcohol or illegal drugs during work hours.
- Rude, discourteous, or unbusinesslike behavior; creating a disturbance in meetings; or using offensive or abusive language.
- Discriminatory, harassing, bullying, threatening, or violent behavior or other conduct that is not in line with the company's values.
- Insubordination or refusal to follow instructions; refusal or unwillingness to accept a job assignment or perform job requirements.
- Falsifying client, company, personnel, or pay records, or other dishonest behavior.
- Misrepresenting the hours that you or another person worked.
- Willfully or carelessly damaging, defacing, or mishandling the property belonging to the company, or to any employee, independent contractor, intern, client, vendor, or business contact.
- Theft, misappropriation, or unauthorized possession or use of property, documents, records, or funds belonging to the company, or to any employee, independent contractor, intern, client, vendor, or business contact.

"Fire Engine RED First" Policy

You're expected to act in the best interest of the company at all times.

If you become aware of anything that could put the company, or its clients at risk in any way, you're expected to contact your direct manager or the director of people immediately. All managers are expected to contact the director of people about any issues reported to them.

Your confidentiality will be maintained to the extent possible, and information limited to people with a demonstrable need to know.

Equal Opportunity Employer

Fire Engine RED is committed to providing equal employment opportunities to all employees and applicants for employment. We make all employment decisions without regard to any characteristics protected by applicable law (including race, religion, ethnicity, nationality, culture, sex, gender identity, sexual orientation, age, family status, ability, or veteran status). Equal employment opportunities will be extended to all aspects of the employer/employee relationship, including recruitment, hiring, promotion, compensation, training, discipline, layoff or termination.

Harassment & Discrimination

Fire Engine RED is committed to ensuring our work environment remains free from harassment and discrimination of any kind.

Harassment and discrimination based on a characteristic protected by law, such as race, religion, ethnicity, nationality, culture, sex, gender identity, sexual orientation, age, family status, ability, or veteran status, or any other characteristic protected by applicable law, are prohibited.

If you engage in harassment of, or discrimination against, another employee, independent contractor, intern, client, vendor, business contact, or applicant to the company, you'll be subject to disciplinary action, up to and including termination.

Complaint Procedure and Prohibition on Retaliation

If you feel you have been the target or witness of harassment or discrimination, you are to advise the director of people, the executive vice president of search services, or the vice president of operations immediately. Upon receipt of a complaint, the company will initiate a fair and unbiased investigation as appropriate.

The information gathered will be handled discreetly and with the utmost sensitivity and will be shared on a strict need-to-know basis. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations. Additionally, the company will not retaliate against any person who raises a harassment or discrimination complaint of any kind or participates in a formal investigation.

If the company determines that harassment or discrimination occurred, the person will be subject to disciplinary action, up to and including termination. If the harassment or

discrimination is ongoing, corrective action will be taken to end it; as necessary, the company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. The company will also ensure that no individual is retaliated against for making a complaint or cooperating with any investigation.

Although this policy sets forth our goal of promoting a workplace that is free of harassment and discrimination, it is not designed or intended to limit the company's authority to discipline or take remedial action for workplace conduct that the company deems unacceptable, regardless of whether or not the conduct constitutes unlawful harassment or discrimination.

Violence or Threats of Violence

The company has zero tolerance for acts or threats of violence or violent conduct, and expects you to conduct yourself in a nonthreatening, non-abusive manner at all times. Any employee who commits or threatens to commit a violent act against any person or property will be subject to disciplinary action, up to and including termination.

Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report the information to the director of people, OR the executive vice president of search services (Mike Matthews), OR the vice president of operations (Katrina Masiak) immediately. The director of people will carefully investigate all reports as appropriate; confidentiality will be maintained to the extent possible, and information limited to people with a demonstrable need to know.

Communication

Internet Use

The company has established these guidelines for appropriate, ethical, and professional use of the internet (including company email and instant messaging tools) by employees.

Here's what's NOT allowed:

- Using company assets for retrieving, storing, or transmitting any communications of a defamatory, obscene, discriminatory, or harassing nature, or otherwise violating the policies in this handbook.
- Using abusive, disparaging, offensive, or profane language.
- Transmitting materials that would adversely or negatively reflect on the company, or be contrary to the company's best interests, except as required or permitted by applicable law.

- Engaging in any illegal activities, including blackmail, copyright infringement, cracking, extortion, piracy, or unauthorized access to any computer.
- Downloading or uploading movies, music, and other copyrighted material and software.

Be aware that your company email and other electronic communications (including Slack) are the property of the company. They are not guaranteed to be private or confidential; in addition, they may be subject to discovery in the event of litigation. You should not have any expectation of privacy or confidentiality in using the company's systems, including the company's network, technology, equipment, and email and Slack systems. The company may review any activity (including communications) on its systems, computers, network, equipment, etc. at any time and without notice.

Social Media & Networking Policy

The company expects all employees who participate in social media and online networking – as well as any employees who execute the company's social media efforts – to use good judgment and take personal and professional responsibility for what they publish.

Know that your online presence, including actions captured via comments, images, and posts, reflects on the company, and could result in legal liability or other consequences for you, the company, and our clients.

Remember, anything you post on your social networking profile(s) could potentially be seen by the company, its employees, and its clients. Failing to comply with this policy may lead to disciplinary action, up to and including termination.

So please think before posting, and keep these guidelines top of mind:

- Do not use your company email address to register for social media sites (unless you are expressly authorized to do so based on your job duties).
- Do not post material on social media sites that is abusive, defamatory, embarrassing, harassing, discriminatory, hateful, libelous, obscene, profane, bullying, intimidating, or threatening. Use discretion regarding any content that could affect the company's clients, business, operations, or reputation.
- Do not create a link from your personal blog, website, or other social networking site to company websites without permission from the director of people.
- Do not discuss company business, confidential or proprietary information, clients, prospects, vendors, or competitors on your personal account (blogs, emails, posts, tweets, etc.).

- Do not violate copyright laws, and be sure to reference or cite sources appropriately.
- Do not violate any company policy or law in your postings.
- Do not speak on behalf of the company, or represent that you do, unless you've been given permission by the CEO.
- Do not use the company logo or trademarks without written permission from the company.

References & Recommendations

If you wish to provide a current or former employee, independent contractor, or intern with an OFFICIAL company reference or recommendation, you must contact the director of people for approval. When providing a personal reference or recommendation, be sure to note that it's personal.

Professional Ethics

Conflict of Interest

You are to avoid business dealings with contacts, vendors, clients, or prospects where you or the company have (or appear to have) a conflict of interest.

You may not use your position with the company for personal profit or advantage, or enter into transactions or relationships where you are improperly benefiting from your affiliation with the company.

Business Gifts

If you're promised, offered, or given anything of value by any business contact, vendor, client, or prospect in connection with any company business transaction, you must refuse the gift, unless approved by the CEO.

Non-solicitation Policy

We ask that you not solicit team members for donations to a charity or a cause that you or your child(ren) may be involved with. This is because we do not want any team member to feel pressured to participate or believe there may be professional consequences if they choose not to participate.

Outside Business Activities

During your scheduled work hours, you're required to devote your full-time attention and effort to furthering the company's business interests, and are not to engage in any outside

business activities. In addition, while employed by the company, you may not sell any product or service that would compete with the company's products and/or services.

Leaving the Company

Resignation or Retirement

Moving on? We'll be sorry to see you go.

Please consider providing a minimum of two (2) weeks written notice to the director of people of your intent to resign.

Upon separation, you'll be paid out for any earned, unused vacation time, accrued up to your last day with us. On the other hand, if you have used more vacation time than you have accrued, that time will be deducted from your final paycheck.

Exit Interview

Upon resignation, you'll be asked to participate in a short exit interview with the director of people. Feedback from exiting employees is always appreciated.

Leaving the RED Door Open

Here's something that may surprise you: if you decide to leave the company, and you leave on good terms, we're happy to welcome you back if you choose to return. (Of course, there would need to be a position open for you that you are qualified for at the time you wish to return.) So, how do you leave the RED door open?

For one thing, choose the appropriate time to leave. If you're working on an ongoing project such as a website, campaign, or product release, please try to wait until the project launches. Or, if you're working on something seasonal, please wait until the end of the season to leave, if possible. (Imagine if a tax preparer left an accountant's office in early April!)

For another, make it a smooth transition for everyone involved. Here are some tips:

- Put together a transition plan with your direct manager.
- Document your processes and any other information that will help your replacement succeed.
- Share as much as possible with your coworkers before you leave.

Keep in mind, if you give appropriate notice, we're happy for you to stay with us as long as you're able to. We don't escort employees off the virtual premises the moment they resign.

Bottom line, we want all of our employees (past and present) to consider themselves to be REDheads for life.

Continuation of Benefits

Under the federal Consolidated Omnibus Budget Reconciliation Act (COBRA), you may be able to continue your current health, dental, and vision insurance benefits, at your own expense, for up to 18 months after voluntary or involuntary separation from the company. After your separation date, you will receive details about COBRA coverage in the mail, so make sure your address is up to date before your departure.

Contact

If you have questions about the content of this handbook, or about anything company-related that's not covered in it, please feel free to ask our director of people, [Jamie Levick](#) or 610-613-8048.